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ABSTRACT

To gather information for Maui Community College's (MCC's), on the Multi-Ethnic Island of Lana'i. fall 1992 of students and residents of the island of Lana'i to assess community interests and educational needs. Responses were received from 232 Lana'i residents, of whom 49% were current or former students, 31% were male, and 84% were employed. Survey findings included the following: (1) 39 respondents expressed a need to earn a certificate, 42 to earn a Bachelor's degree, 27 to earn a Master's degree, and 115 to just take classes; (2) of those who expressed a need for help in attending classes, 31% desired a better work/school schedule and 21% needed financial aid; (3) 91% of all respondents indicated that they preferred "live" classes, while the least favored mode was cable; (4) 79% of the respondents indicated that the best source of publicity was the Lana'i Times; (5) classes held on weekday evenings were favored by 55% of the respondents, while Friday evenings, late afternoons, and Saturday and Sunday nights were also mentioned; (6) the vocational programs requested most often were business careers and sales/marketing, hotel operations, and human services; (7) the liberal arts courses requested most often were computers, Hawaiian Studies, Hawaiian, Japanese, and psychology. Responses to open-ended questions are included regarding better facilities; a central campus; more classes; more programs, especially computer skills, business, math and nursing; lower costs; and more varied scheduling. The survey instrument is attached. (KP)

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A Community Needs Assessment for Post-Secondary Education on the Multi-Ethnic Island of Lana'i

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JC 940 354

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LANAI COMMUNITY NEEDS ASSESSMENT

Maui Community College
April 6, 1993

During the Fall 1992 term, a survey was distributed to students and residents of the island of Lanai. The purpose of this survey was to assess the community interest and need for programming from the MCC Lanai Education Center in preparation for development of the 6-year Lanai Academic Development Plan.

This report summarizes the results of the survey, based upon the 232 respondents.

- The current sample is broad based. Of the 232 respondents, 54 are current students and 70 are former students. The remaining 108 respondents never attended MCC Lana'i before.
- Males are represented in the sample by only 31 percent (73 respondents.
- Respondents are well distributed in age (10 high school age; 26 "college" age; 77 early adults; 78 mid-age; 17 seniors.)

A. Employment Status

To no one's surprise, most respondents (84%) are currently employed. Programming for MCC Lanai will need to continue to take into consideration the schedules of working adults.

B. Educational Goal

Some respondents expressed a need to earn an MCC certificate (39) or degree (34) on Lana'i. Similarly, some desire to earn a Bachelors (42) or a Masters (27) degree on Lana'i. By far and above, most respondents expressed the educational need to just take classes (115, 50%).

C. Help Attending Classes

Of those who expressed a need for help in attending classes, the largest number (73, 31%), desire a better work/school schedule. Forty nine (21%), need financial aid. A call for child care, while vocal on many campuses, goes relatively unexpressed on Lana'i (21 respondents), as is the expressed need for counseling (15) or help with transportation (7).

D. Delivery of Classes

The most popular mode of delivery is "live" classes, with 91 percent of those responding to this item stating they like this mode.

The next most popular modes are self-paced and SkyBridge, with 66 percent and 55 percent favorable responses, respectively.

The least favored modes are cable and HITS, with 44 percent and 39 percent

affirmations apiece.

While all four "alternative" deliveries had a some negative responses (from 25-35), an interesting note is that the "live" mode had only 6 negative responses.

E. Sources of Publicity

The best way of reaching the Lanai community, according to this survey, is the Lanai Times, with 79 percent of the respondents selecting this option.

Close runner-ups are the bulletin boards (148; 64%) and bulletins mailed to the home (148; 64%).

Lower on the list of potential sources are: Maui News (68), word-of mouth (67), MCC employee (53), MCC Cable Channel (45), Honolulu Advertiser/Bulletin (39), and radio (20).

F. Class Scheduling

The best time for most residents to take classes, not surprisingly, coincides with the time that classes are now scheduled - on weekday evenings. Over 121 respondents (52%) favored these hours. Note, however, that Friday evening was a close runner-up, with 101 respondents (44%) circling this option.

Two other viable alternatives emerged. When about 25 percent could attend: late afternoons and (believe it or not) Saturday and Sunday nights. These hours should be given future consideration.

It is surprising to note how unfavored are the mornings. While the weekday morning is prime time on most campuses throughout the UH system, on Lanai only about 12 percent said they would be able to attend classes then. Indeed, the weekday morning is just as unpopular as Sunday morning.

About equally disliked is the early afternoon hour any day of the week. But this unpopularity conforms with that found on other campuses as well.

The only viable hours for Lanai programming appear to be (in priority order): weekday evenings, Friday evenings, weekend evenings, and late afternoons. Yet even at the most popular hour, only 54 percent could attend, leaving the residual 46 percent unable to gain access then. Such conflicts in schedules, coupled with Lanai's small population base, will render programming without low-enrolled classes a difficult challenge.

G. Vocational Technical Programming

These technical programs were the ones receiving at least 20 votes of interest. The college should consider continuing with a broad base of business and HOPER classes, and perhaps re-initiating programming in human services. Several vocational programs ranked high, including Carpentry, Automotive, Auto Body, Welding, Food Service, Nursing, and Fashion Technology.

71 Business Careers, Sales and Marketing
61 Hotel Operations

61 Human Services
56 Accounting
51 Office Administration and Technology
37 Carpentry Technology
26 Automotive Technology
23 Food Service
22 Nursing Career Ladder
21 Administration of Justice
21 Auto Body Repair and Painting
21 Welding
20 Fashion Technology

H. Liberal Arts Programming

These liberal arts courses received at least 20 votes. Note the concentration of interest in computers, Hawaiiana, communications including languages, and psychology, humanities, and sports.

104 Computers
58 Hawaiian Studies
55 Hawaiian
52 Japanese
51 Psychology
45 Speech/Communications
44 English
43 Human Development
38 English Literature
38 Golf
37 Tennis
37 Art
37 Sociology
37 Math
36 Anthropology
36 Marine Technology
35 Oceanography
35 Physical Fitness
34 Astronomy
33 Dance
33 Music
30 History
29 Spanish
27 Biology
25 Learning Skills
24 Economics
23 Zoology
23 Karate
23 Geography
22 Drama
20 Philosophy

LANAI COMMUNITY NEEDS ASSESSMENT
Responses to Open Questions

14. How can MCC Lana'i improve its services to you?

Better Facility
A better building and location with computer program.
Bigger facility, more Outreach personnel and more equipment.
Bigger.
A bigger building.
New building administrative and secretarial staff.
New building administrative/secretarial staff.
More room, more locally usable classes.

Expansion
Doing a great job; need more space and more equipment and materials.
Open more hours, more computers, new equipment.
New building, more courses.
More equipment and resources.

More Classes
Offer more courses here on Lana'i.
It's been great! More classes to finish my degree.
More classes.
More classes that I would like.
Offer more classes.
More classes.
More classes.
By offering a variety of classes.
By offering better selections of courses.
Have a better selection of classes.
Maybe, bigger classes or more classes offered.
More classes.
More classes.
Offer more.
Offer more classes.
By having more classes.
More academic courses.
By having more Outreach people where other courses could be finished and earned.
By offering the above interested courses during the evenings.
Offer more courses, especially at night.
Offer more classes and possible degrees in program.
Offer a variety of non-credit, leisure classes.

More Programs
More classes in accounting per semester.
More classes in accounting.

Have more computer classes such as DOS - lead to degree!
Doing workshops on Lotus 1-2-3 w/a hands on computer type seminar.

Nursing career ladder without 10 ppl. enrollment requirement.
By offering more nursing prerequisites.
Add more nursing classes.

Offer more Art courses.

Offer classes - Education: upper level: 400-600.
Develop a master program.
Have higher education courses (above BS Degree).

Lower Cost
Lower tuition.
Free classes.

Varied Scheduling
To have morning classes available to people who work nights.
Maybe have some morning classes.
Offer classes during the day.
Day classes.
Offer classes on weekends or provide child care resources.
More varied time frame.

Offer classes on rotation basis. Don't offer it each semester, unless it is an extremely popular one with a waiting list.
Shorter terms or open entry/exit.
By shortening the classes.
More classes/more flexible class schedules.

Anything would be better than nothing. Scheduling is a problem.
More courses during the summer. (Teachers and students are home for the summer.)

Teleclass Comments
Provide more variety in HITS and SKYBRIDGE classes.
Expand long distance and cable learning.
More HITS availability.
By having teachers to come over to teach.
Have teachers come over and teach.
Live presenters.
Offer more courses and live instructors, if possible.
Have a larger selection of classes with "live" instructors.
Offer more classes and more live classes, less cable classes.
The grease board is not visible on SkyBridge/sound is not good.

Publicity Ideas
Keep on mailing list.
Better information about course, times.

Advertise more.
It can improve by the bulletin that are mailed to you or by some kind of information that goes out to the public.
Give more information about the classes being offered.
Advertise to us, make available for employees (or need more promotion of it) and hours.
Advertise more on technical education on every day work and repairs.
Advance notice of classes for persons interested in particular areas that they have been taking classes for recently.

Staffing
More staff so can be open more hours and weekends.
Fund staff to support the director.
Retain Phyllis McOmber.

Commendations
At this time, I believe they are doing everything possible.
Good now.
Doing a good job.
Great.
It's great.
As long as they continue to offer the courses and continue the college level courses here on Lana'i.
We don't have to go off island to go to school.
No complaints on services.

Recommendations
Improve students research skills by providing an orientation of the public library.
Make it more enjoyable.
To make people more comfortable and friendly.

15. **If you had one wish come true for MCC Lana'i, what would it be?**

<u>Better Facility</u>
An improved facility.
Better building.
Bigger building.
Make it bigger.
Bigger building, more classes and courses and possible more funding to create a better MCC Lana'i.
More facilities, more courses.
Better building and more computers.
New building, lots of staff people and run by revolutionary anarchists.
One building, see above. (Add more nursing classes).
Building to house all classes - meeting rooms - small library.
New building.
Larger building - more classrooms, administrators/secretarial staff.
New larger building, more classrooms, administrators, secretarial staff.
To have one building for the MCC Center.
New facilities with Cable, Hits, SkyBridge.
Availability of a larger, better equipped facility and access through HITS various Master programs.
Bigger facilities.
Need a bigger place to have classes. Maybe more classes.
Bigger facility.
Better building.
A new, larger facility. The director needs staff help.
New building, more infrastructure, conference center.
New building.

<u>A Campus</u>
Expansion of facility with a campus.
A campus with more space and classes.
MCC campus on Lana'i.
MCC campus.
A full time campus, with accessible facilities.
New campus.
To have our own community college campus here, with faculty, administration, classes, and all equipment available on the island.
A break area outside with a hibachi and a better lighted area with benches.
Have a campus here.
Lana'i campus.
Having a campus (even it its small) built somewhere.
Regular campus!
Full scale college over here.
A real community college.
To create a bigger college campus here on Lana'i that would help future college students to take seniors their curriculum here on Lana'i.
To have a college here on Lana'i for our children and the future of Lana'i. I think it would be great!
They become an accredited 4 year institution.
Having MCC right here.

Expansion

A brand new facility to contain all classes at one spot, new modernized equipment, more classes to choose from, more Outreach instructors, more personnel to answer and give more information and put out for other students that need help.

More space to enlarge and broaden MCC's field of education on Lana'i. This will mean a larger building with more space.

Expand facilities and offer classes during the day (oops two wishes)!!

That it will grow to become a larger school with more classes to take (a variety).

Broaden its operations on Lana'i, so that progress may actually be obtained within relocation to a major UH campuses.

Little bit bigger.

That it is able to offer all kinds of services/courses for 4 years to the young people so that they would not need to go to another island to get a degree.

My wish for MCC Lana'i would be to have all courses available at anytime. It could be through Telecourse, SkyBridge, live, etc. (courses or classes toward a AS degree or Bachelor degree.)

That it expands and offers more courses.

More/better funding and training/educating for local peoples.

Plenty money in budget.

Greater enrollment.

Everyone can attend.

Expanded course offerings.

Full MCC schedule.

Make it a true post high school education facility with regular classes just the way neighbor islands have.

That there would be dependable, varied course offerings with degree "tracks" as well as enthused participation from the community.

A variety choice of hours of classes instead of only one set time would seem more convenient especially for a working/single mother. Childcare on property would be a big advantage.

To obtain the funds for more equipment and supplies.

That it continues to grow for the people of Lana'i.

More Variety of Classes

Increase the selection of classes.

Provide more classes.

More classes available.

More courses to choose from.

To offer a wider variety of classes.

To offer a variety of classes and workshops.

More evening teachers.

More Programs: BUS. MATH. NURS. FT. ART

Expand-offer more classes in business.

Offer more classes in business.

More computer skill classes.

More computer skills classes.

To have more: computers and equipment for technical education.

Better computer.

To provide higher classes in math.
To have a math course available to advanced high school students.

Nursing career ladder without 10 ppl. enrollment requirement.
Have more nursing classes.

For to have a Fashion Tech. course offered here.
To have a Fashion Tech. course here on Lana'i.

To have John Wullbrandt teach a course on beginning sketching.

Teleclass Comments
Provide more variety in HITS and SKYBRIDGE classes.
Offer all classes by SkyBridge of live.
Professors required to lecture on Lana'i for at least one class during a semester.
To have available teacher with every course.
To have available teachers of every course.
More "live" professors.
More live lectures.

Upper Division Requests
Offer classes for teachers.
Offer more curriculum education courses over cable with U.H. Manoa.
That it would offer classes for teachers to get D.O.E. credits.
That a cooperating teachers training program will make it possible for me to do my student teaching here.
To be able to receive a Masters Degree while living and working here on Lana'i.
I believe it would be more UH Manoa courses in the summer, so the Lana'i kids attending UH Manoa could go to summer classes and live at home.
I would like to be able to complete my masters degree in Exercise Physiology here on Lana'i.
Ability to offer 4 year degree curricula.
Be able to receive a masters degree from MCC Lana'i.

Scheduling
Day classes available.

Miscellaneous
Free classes for high school student who is interested in what course to take when graduate from school.
Have classes for people in 11th grade and up.
Every high school graduate could attend.
Interested, dedicated and successful students.
Interested, dedicated and successful students.
To have classes all year round. Instead of by semester.
I feel that if High School students age 16-18 knew about the MCC program there would be many more participants.
I wish MCC had the classes all year long and not changing the classes every semester.
People live happily.

ADDITIONAL COMMENTS

Facility

Get a bigger school.

Work toward expanding facility, curriculum and course offerings and need for a nice, attractive campus.

The center is as comfortable as it can be given the physical plant that is available. It needs a new, larger physical facility.

Need another classroom with desks and calculators for accounting classes. Computer room is not convenient for anything other than computer classes.

More Classes

Love to go to school, if only had a lot more variety of classes for which I want to accomplish (accounting).

More computer classes and schedule timetable.

I have taken many classes at MCC. Please offer more computer classes which will lead to a degree. Thank you! Bertha Drayson was wonderful.

This is coming along nicely for residents; needs more classes, and more part-time helpers.

I really want to learn to teach English as a second language. I have been investigating a class in New Zealand. It would be wonderful if I didn't have to travel to another country to learn - I would do anything to be able to take the course here on Lana'i. Some teachers might also be interested.

I would be interested in helping MCC get a masters program started or in teaching others skills, classes, etc. Julie 565-7033.

SkyBridge

Reception on SkyBridge has varied.

Need to fix SkyBridge communication so can communicate with each other.

I am not familiar with MCC as it is managed now. I attended a Hawaiian language course in 1980 sponsored by MCC - it was great! I should add that I attended a 3 hour workshop that enabled Lana'i to participate with instructor via SB.

Staffing

When the administration is off island or at a meeting MCC is CLOSED. MCC needs more staff. Presently she does everything from sweeping the floor to registering students to xeroxing for administration who come to Lana'i for meetings.

When the director is off island the building is closed. She needs some administrative/secretarial staff! She can't do everything herself and be in more than one place at a time. The staffing of the Lana'i branch is totally inadequate! The director does everything from sweeping the floor to administering the curriculum and counseling the students.

Does not appear to be connected/or cooperating w/company. Advantages not manipulated by company. Disadvantage = no specific training programs for positions needed. Thereby enabling comapny to hire from outside.

Commendations

Doing a great job with what is available.
I am satisfied that there are college courses here on Lana'i.
Without the Lana'i Center, I couldn't attend college. Thank you very much.
It's a wonderful opportunity for Lanaiians.
Important service for Lana'i people.
The staff is great and extremely helpful. Budgeting, I'm sure, plays a big part.
I didn't have enough time and exposure to really give an assessment of the program. But to have MCC Lana'i is great. Someday I'll certainly find the time and pleasure to learn, especially the subject in question. Mahalo.
I would be willing to help improve MCC Lana'i become a better education center.

Recommendations

The programs offered do not "go" because of enrollment. This is not fair to people on Lana'i who want to take courses and learn. Have no minimum requirements on our island ... PLEASE!
Make a meeting when everyone can attend.
I would prefer a one-to-one type atmosphere where the instructor don't have the tendency to make you 'look' and/or 'feel' dumb!!

ADP/doc #19

MAUI COMMUNITY COLLEGE

ON

LANA'I

COMMUNITY NEEDS ASSESSMENT SURVEY

Maui Community College would like to assess the academic needs and desires of our community. Please respond thoughtfully to this questionnaire. The results will be tabulated and could very well change the general direction of courses and programs for MCC Lana'i in the future.

1. I 70 formerly 54 currently 108 never before attended MCC Lana'i. (Check one)
2. I am currently employed. Yes 195 No 37 Number of hours per week. _____
   My work schedule is: Days 141 Afternoons 34 Evenings 46 Nights 28

3. My gender is: (circle one) Male 73 Female 145
   My present age is: (circle one) 16-18 19-24 25-39 40-59 60+
   My ethnicity is 10 26 77 78 17
4. I have 124 children living with me on Lana'i, the ages are _____

5. I have lived on Lana'i for _____ years, in Hawaii for _____ years.

6. Do you hold any of the following? (circle all that apply)

High school diploma/GED	AA/AS	BA/BS	MA/MS
150	40	57	21

7. What education you would like to receive here on Lana'i? (circle all that apply.)

391 MCC Certificate
342 Associate in Arts/Science degree
423 Bachelor of Arts/Science degree
27 4 Master of Arts/Science degree
115 5 Just want to take classes
6 Other (please indicate)_____

8. What would help you attend classes? (circle all that apply) Child care 21
   Financial aid Transportation Counseling Better work/school schedule
   Other 49 7 15 73

9. Rate your preference for taking classes delivered these ways.

	DON'T LIKE					LIKE	COMMENTS
SKYBRIDGE	13	12	443	354	49	5	_____
CABLE TV	15	20	503	314	37	5	_____
HITS (ITV)	14	13	513	284	21	5	_____
SELF-PACED	18	11	303	454	71	5	_____
"LIVE"	4	2	113	314	144	5	_____

10. Circle the best ways for MCC Lana'i to publicize its programs and services.

1831 Lanai Times
682 Maui News
39 3 Honolulu Adver/Bulletin
20 4 Radio: which station_____
675 Friend/neighbor/colleague
53 6 MCC employee
148 7 Bulletin mailed to you
45 8 Cable TV - Channel 12
148 9 Bulletin Board (please give location)_____

11. During what hours can you take MCC classes? (circle as many as apply)

Monday:	1. Morning	2. Afternoon	3. Late afternoon (4-6)	4. Evening	33/25/64/126
Tuesday:	1. Morning	2. Afternoon	3. Late afternoon (4-6)	4. Evening	32/27/60/121
Wednesday:	1. Morning	2. Afternoon	3. Late afternoon (4-6)	4. Evening	33/24/58/121
Thursday:	1. Morning	2. Afternoon	3. Late afternoon (4-6)	4. Evening	26/28/56/121
Friday:	1. Morning	2. Afternoon	3. Late afternoon (4-6)	4. Evening	26/25/55/101
Saturday:	1. Morning	2. Afternoon	3. Late afternoon (4-6)	4. Evening	54/40/58/68
Sunday:	1. Morning	2. Afternoon	3. Late afternoon (4-6)	4. Evening	38/38/51/64

12. From which of the following technical or vocational programs would you be interested in taking courses if available at MCC Lana'i? (circle all that apply)

56	1	Accounting	21	9	Administration of Justice
19	2	Agriculture	21	10	Autobody Repair & Painting
26	3	Automotive Technology	19	11	Building Maintenance
71	4	Business/Sales/ Management	37	12	Carpentry Technology
12	5	Drafting Technology	20	13	Fashion Technology
23	6	Food Service	61	14	Hotel Operations
61	7	Human Services/Education	22	15	Nursing Career Ladder
51	8	Office Administration & Tech.	21	16	Welding
			31	17	Other Various

13. Which of the following Liberal Arts courses would you be interested in taking at MCC Lana'i? (Circle as many as you like)

	HUMANITIES		NATURAL SCIENCE		BASIC SKILLS
37	Art	34	Astronomy	44	English
33	Dance	15	Biochemistry	37	Math
22	Drama	27	Biology	15	Journalism
38	English Literature	17	Botany	25	Learning skills
17	French	18	Chemistry	104	Computers
55	Hawaiian	36	Marine Technology		HPER: Golf Tennis Fitness Karate 38/37/35/23
58	Hawaiian Studies	13	Microbiology		
30	History	35	Oceanography		SOCIAL SCIENCE
52	Japanese	18	Physics	36	Anthropology
33	Music	23	Zoology	24	Economics
20	Philosophy			23	Geography
13	Religion			43	Human Development
29	Spanish			19	Political Science
45	Speech/Communication			51	Psychology
				37	Sociology

14. How can MCC Lana'i improve its services to you?_____

_____

15. If you had one wish come true for MCC Lana'i, what would it be?

_____

_____